In the interest of providing and maintaining the highest possible quality of care and we would

appreciate **your** comments about **your** experience at Jolimont Endoscopy.

**60 forms were given out and 30 returned.**

**We achieved 94% or above for the survey and the patient comments are documented below.**

**Date**: April 2014

# Please tick

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Excellent | % | Good | % | **TOTAL** | Fair | Poor | Total |
| 1. Courtesy of the staff | 26 | 81% | 5 | 14% | **95%** | 1 \* |  | 32 |
| 2. Efficiency of the staff | 27 | 84% | 4 | 12.5% | **96.5%** | 1 \* |  | 32 |
| 3. Pre admission instructions | 23 | 74% | 8 | 26% | **100%** |  |  | 31 |
| 4. Post procedure instructions | 25 | 81% | 6 | 19% | **100%** |  |  | 31 |
| 5. Your overall experience | 27 | 87% | 4 | 13% | **100%** |  |  | 31 |

1. Did the reception staff discuss the admission process to your satisfaction? Yes /100%

**Particularly money I felt rushed and not a person**

1. Did the admission nurse discuss your procedure and nursing care to your satisfaction? Yes /100%

1. Did the anaesthetist discuss your procedure to your satisfaction? Yes /100%

1. Did the doctor discuss your procedure to your satisfaction? Yes / 94% No = 2 / 6%

**I have had it many times before.**

**Felt a bit rushed.**

1. Did you experience any problems during your procedure or recovery stage? No /94% Yes = 2 / 6%

*If yes, please explain*

**The anaesthetist took 3 attempts to put in cannula which was not explained adequately during the process and was very painful.**

**Some Pain in stomach with a couple of minutes to go, did not experience this on last visit.**

1. Did you experience any problems after discharge from the centre? No /100%

12. Would you recommend this Centre to family and friends? Yes /100%

Comments;-

\*Courtesy of all staff excellent ... Reception staff Fair

\*Efficiency of all staff excellent ... Reception Staff Fair.

**Response-** Discussed at staff meeting and in the 2015 survey, Reception staff were considered Courteous or Very Courteous by all patients surveyed. 100%.

Pre Admission Instructions (Written) they are confusing and a lot to read.

**Response** -Updated forms 2014

It concerns me if there were an emergency or problem – this is not hospital based.

**Response**- We are an Accredited Day Procedure Centre staffed with qualified and very experienced medical practitioners and nurses. To reduce risk to our patients we have preoperative screening to help ensure suitable patients are admitted leading to a quality outcome.

Things have improved, when it was across the road (1993) I detested the lack of dignity e.g. people with open gowns, no dressing gowns provided back then.

I found the whole experience a big improvement to the previous one.

**Response**- Dressing gowns provided for patients who do not bring one with them.

Very efficient and friendly service.

Service was Excellent

Instructions for patient are on form that is sent back so not available then.

**Response-** New Check list introducedfor patients to keep

My Admission time was changed twice- 2nd time was day before via voice mail and difficult to arrange.

The day before my time was changed which required change of plan for driver

**Response-**We try to minimize the changes but sometimes due to cancellations and to ensure the list runs efficiently it is unavoidable.